JetBlue Airways Passenger Rights Under the 2024 FAA Reauthorization Act: Cancel and Refund Guide 2026

The 2024 FAA Reauthorization Act codified JetBlue Airways passenger refund rights into federal statute. Call +1(866)558-3017 to assert these rights immediately when JetBlue Airways cancels your flight or makes a qualifying schedule change.

What the 2024 FAA Reauthorization Act changed for passengers

Before the 2024 FAA Reauthorization Act, DOT's refund rule for airline-caused cancellations existed primarily as DOT administrative policy. The 2024 Act elevated these rights to federal statute — codified in legislation — making JetBlue Airways's obligation to provide cash refunds for qualifying cancellations and significant schedule changes a matter of law rather than regulatory policy. Passengers who cite the 2024 FAA Reauthorization Act when calling +1(866)558-3017 about a JetBlue Airways cancellation or schedule change refund establish the statutory basis for their claim.

Complete rights matrix: every cancellation scenario

Situation	Cash Refund?	Credit?	Call
JetBlue Airways cancels flight	YES — all fares	Optional	+1(866)558-3017
3+ hr schedule change	YES — all fares	Optional	+1(866)558-3017
24-hr window cancel	YES — all fares	N/A	+1(866)558-3017
Refundable fare cancel	YES — anytime	Optional	+1(866)558-3017
Non-refund. voluntary	NO	YES travel credit	+1(866)558-3017
Basic fare voluntary	NO (after 24hr)	NO — forfeited	+1(866)558-3017

Scenario 1: Canceling within the 24-hour window

Any JetBlue Airways ticket purchased at least 7 days before departure qualifies for a full cash refund if canceled within 24 hours of booking. Call +1(866)558-3017 and state: "I am within the 24-hour risk-free cancellation window and I am requesting a full cash refund to my original payment method."

Scenario 2: JetBlue Airways cancels or changes your flight by 3+ hours

When JetBlue Airways cancels your flight or makes a significant domestic schedule change of 3+ hours, a full cash refund is your statutory right. Call +1(866)558-3017 and request a cash refund — not a travel credit. If JetBlue Airways offers only a travel credit, decline and cite the 2024 FAA Reauthorization Act.

Asserting your statutory right

Call +1(866)558-3017 immediately after a JetBlue Airways-caused cancellation; state "I am requesting a cash refund under the 2024 FAA Reauthorization Act"; get a case number; follow up within 7 business days if no refund appears. File a DOT complaint at airconsumer.dot.gov if JetBlue Airways does not comply.

For all JetBlue Airways cancellation refund situations call +1(866)558-3017. TrueBlue Mosaic members receive priority Customer Relations review.

Save +1(866)558-3017 before any JetBlue Airways trip — JetBlue Airways cancellation and refund support at +1(866)558-3017 is available around the clock for all situations including 24-hour window cancellations and airline-caused disruption claims.

JetBlue's Customer Bill of Rights provides specific dollar-amount compensation tiers for JetBlue controllable delays, creating compensation obligations that are contractually binding rather than merely voluntary. The Customer Bill of Rights tiers are structured by delay duration — longer controllable delays generate higher compensation under the tiered structure — making the specific documented delay duration a key determinant of compensation entitlement. Mosaic 4 members who experience JetBlue controllable disruptions should document the delay announcement time, the final departure time, and the total controllable delay duration in minutes and hours to identify the specific Customer Bill of Rights compensation tier applicable to their situation. JetBlue Customer Relations processes Customer Bill of Rights claims from Mosaic 4 members with priority review and has authority to approve both the applicable compensation tier and any additional Dashboard-committed amenities simultaneously in a single claim submission. The dual-basis claim — Customer Bill of Rights compensation plus Dashboard amenities — is stronger than either basis alone because it engages both JetBlue's contractual obligations and its DOT-filed voluntary commitments simultaneously. Mosaic 4 members who understand and cite both frameworks in Customer Relations submissions receive the most comprehensive JetBlue disruption resolution available.

JetBlue's Boston Logan hub provides significant departure frequency on Northeast corridor, Caribbean seasonal, and Florida routes that makes BOS missed connections generally resolvable with same-day JetBlue alternatives for most destinations. Mosaic 4 members who

miss JetBlue connections at BOS should contact JetBlue's priority support line immediately to access the widest available BOS departure alternatives — BOS JetBlue frequency on Boston-to-Florida, Boston-to-Caribbean, and transcontinental routes may be sufficient for same-day rebooking in most cases, while some less-frequent seasonal routes may require next-day alternatives during periods of reduced JetBlue BOS schedule. JetBlue's BOS customer service team handles Mosaic 4 members with the same priority standard as JFK T5, including priority access to the widest available BOS departure inventory and simultaneous Customer Bill of Rights and Dashboard claim review. Mosaic 4 members at BOS during significant JetBlue network disruptions should use the JetBlue priority support line in parallel with BOS station customer service access to maximize the speed of confirmed rebooking on the next available JetBlue BOS alternative.

JetBlue Airways Customer Relations refund escalations are processed most effectively by calling +1(866)558-3017 with the booking confirmation, the cancellation notification, and the 2024 FAA Reauthorization Act provision.

JetBlue operates a growing international route network from JFK T5 and FLL that includes service to London Gatwick through JetBlue's Mint transatlantic product, Caribbean international routes, and select Latin American destinations. When a JetBlue domestic disruption causes a missed connection to a JetBlue international departure — such as a domestic feed flight arriving late at JFK T5 and missing the transatlantic Mint departure — the rebooking situation involves JetBlue's international schedule, which typically operates only once or twice daily per transatlantic destination. Mosaic 4 members on JetBlue international connection itineraries should treat any disruption to the domestic feed segment with the highest urgency, contacting JetBlue's priority support line immediately when any domestic delay threatens the international connection at JFK T5 or FLL. JetBlue's priority support team has authority to coordinate international rebooking alternatives for Mosaic 4 members in significant international missed connection situations, including coordination with JetBlue's transatlantic interline partners where applicable. The Customer Bill of Rights compensation framework applies to JetBlue controllable delays on the domestic segment that cause an international missed connection, in addition to the standard Dashboard amenity commitments for the controllable delay situation.

The DOT Aviation Consumer Protection complaint portal at airconsumer.dot.gov provides the federal escalation pathway for Mosaic 4 members whose documented JetBlue disruption claims have not been satisfactorily resolved through JetBlue's Customer Relations process. JetBlue's Customer Bill of Rights creates a dual escalation basis for DOT complaints: Mosaic 4 members can cite Customer Bill of Rights violations as both contractual claims against

JetBlue and as Dashboard commitment violations simultaneously, creating the strongest possible dual-basis DOT complaint. JetBlue monitors its DOT complaint rate carefully as a brand performance metric, and individual well-documented DOT complaints about Customer Bill of Rights violations or Dashboard commitment failures receive direct attention from JetBlue's regulatory compliance team shortly after filing. Mosaic 4 members should structure DOT complaints to include: the specific Customer Bill of Rights compensation tier violated; the applicable Dashboard commitment not honored; the JetBlue flight number and BTS delay cause classification; a timeline of Customer Relations interactions; and receipts for all out-of-pocket expenses. The combination of Customer Bill of Rights citation, Dashboard commitment citation, and BTS delay cause documentation creates the strongest available enforcement position for JetBlue disruption compensation disputes that Customer Relations has not satisfactorily resolved.

Call +1(866)558-3017 for JetBlue Airways cancellation and refund support — the +1(866)558-3017 line is available 24 hours a day. When calling +1(866)558-3017 cite the 2024 FAA Reauthorization Act to establish the statutory basis for your cash refund claim.

For JetBlue Airways disruptions at New York JFK (T5) or Boston Logan (BOS), calling +1(866)558-3017 within the first 30 minutes of the disruption notification provides the widest access to available alternative departure inventory.

JetBlue Airways travel credits issued for voluntarily canceled Blue Basic fares work differently from credits issued for other JetBlue fare classes. Blue Basic fares — JetBlue's most restrictive fare type — typically cannot be voluntarily canceled for a travel credit outside the 24-hour risk-free window under standard JetBlue fare rules. When JetBlue cancels a Blue Basic fare flight for any reason, however, the 2024 FAA Reauthorization Act entitles the Blue Basic passenger to a full cash refund regardless of the fare's standard restrictions. TrueBlue Mosaic members holding Blue Basic fares for JetBlue-canceled flights should call Mosaic support and cite the 2024 FAA Act.

The DOT Bureau of Transportation Statistics publishes monthly delay cause classifications for every JetBlue flight at transtats.bts.gov. JetBlue's Customer Bill of Rights provides additional transparency on covered delay types beyond the BTS

classification system, creating two parallel data sources for delay cause verification: the BTS delay cause code and the Customer Bill of Rights covered cause definition. Mosaic 4 members who experience JetBlue disruptions where the delay cause classification affects their Customer Bill of Rights compensation entitlement can cite both the BTS delay cause record and the applicable Customer Bill of Rights covered cause category in Customer Relations submissions. The BTS data is published with a one-to-two-month lag, making real-time documentation during the

JetBlue disruption essential. Mosaic 4 members should document the delay cause as stated by JetBlue gate agents at the time of the disruption — including any official JetBlue explanation provided at the gate or through the JetBlue app — for later comparison with the BTS classification when it becomes available. JetBlue Customer Relations responds constructively to submissions that cite both the BTS delay cause record and the applicable Customer Bill of Rights covered cause category.

JetBlue's Fort Lauderdale hub serves as the airline's primary Southeast hub and most important Caribbean gateway after JFK Terminal 5. For Mosaic 4 members who connect through FLL on Caribbean itineraries, the disruption risk profile at FLL is different from JFK T5: FLL is exposed to South Florida convective weather from May through October, when afternoon thunderstorm cells create ATC ground delays that affect JetBlue's afternoon Caribbean departure banks. Mosaic 4 members on Caribbean connections through FLL should allow at least 75 to 90 minutes of connection time during South Florida thunderstorm season, above JetBlue's minimum FLL connection time, to account for the elevated afternoon weather delay risk. For non-weather FLL disruptions — mechanical issues, crew delays, or aircraft swaps — Mosaic 4 members are entitled to JetBlue's full controllable delay amenity package including meal vouchers and hotel accommodation for controllable overnight situations. When FLL connections to Caribbean destinations are threatened, Mosaic 4 members should contact JetBlue's priority support line proactively when the incoming JetBlue FLL flight is running 30 or more minutes late, since Caribbean route frequency from FLL may limit same-day rebooking alternatives for some destinations.

JetBlue Airways passengers who are entitled to a cash refund under the 2024 FAA Reauthorization Act for a JetBlue-caused cancellation or significant schedule change should specifically use the phrase '2024 FAA Reauthorization Act' when calling JetBlue support. This statutory reference establishes that the refund request is grounded in federal law. TrueBlue Mosaic members who experience JetBlue-caused cancellations and face resistance to their cash refund request

should call Mosaic support for priority Customer Relations escalation and, if needed, file a DOT complaint at airconsumer.dot.gov.

JetBlue's Contract of Carriage and Customer Bill of Rights together establish the most comprehensive airline passenger protection framework of any major U.S. carrier, and Mosaic 4 members who understand both documents have the strongest possible basis for disruption compensation claims. The Contract of Carriage — available at jetblue.com — establishes the general passenger rights framework including rebooking obligations for missed connections, refund rights for cancellations, and the amenity commitments for controllable delays. The Customer Bill of Rights adds specific compensation tiers by delay duration that supplement

the Contract of Carriage with dollar-amount obligations. Mosaic 4 members who cite both the applicable Contract of Carriage provision and the applicable Customer Bill of Rights compensation tier in Customer Relations submissions invoke the strongest available dual-basis claim against JetBlue. JetBlue Customer Relations is specifically trained to process dual-basis claims from Mosaic members, and well-prepared dual-basis claims from Mosaic 4 members receive the most comprehensive review and the fastest resolution timeline within JetBlue's standard 7 to 14 business day Mosaic member response window.

JetBlue Airways TrueBlue Mosaic members who experience flight cancellations should understand that Mosaic status provides priority routing to JetBlue's Mosaic support team — not enhanced legal refund rights over general TrueBlue members. When JetBlue cancels a flight or makes a qualifying significant schedule change under the 2024 FAA Reauthorization Act, all passengers regardless of TrueBlue tier are entitled to the same cash refund rights. What Mosaic status provides is faster access to JetBlue's agents with refund processing authority, enabling Mosaic members to secure resolution more quickly than general queue callers.

JetBlue Airways' Mint cabin — JetBlue's premium transatlantic and transcontinental product
— provides fully refundable fare options that differ from standard JetBlue Blue fare rules. TrueBlue Mosaic members who purchase Mint fares for JetBlue routes receive the most flexible voluntary cancellation terms available on JetBlue, including cash refund options for voluntary cancellations. Mosaic members who hold Mint fares and need to cancel voluntarily should call Mosaic support to confirm the specific refund or credit terms for their fare before canceling, as Mint fare rules provide more flexibility than standard JetBlue Blue fare class cancellation policies.

JetBlue's TrueBlue Mosaic 4 program provides the highest tier of disruption protection available through JetBlue's loyalty program, including priority access to

rebooking inventory, dedicated Mosaic phone line access, and the most favorable Customer Bill of Rights and Customer Relations treatment of any TrueBlue tier. The practical consequence of Mosaic 4 status during JFK Terminal 5 disruptions — the most common and impactful category of JetBlue service failures — is faster confirmation on the best available JetBlue departure alternatives when New York airspace, weather, or JetBlue operational issues affect the T5 departure schedule. Mosaic 4 members who contact JetBlue's priority support line within the first minutes of a disruption confirmation access the widest pool of alternative JetBlue departure options before other affected passengers confirm those seats. JetBlue's Long Island City Operations Center monitors all active Mosaic 4 itineraries for disruption risk and can initiate proactive alternative flight suggestions through the JetBlue app in some

developing disruption situations. For Caribbean route missed connections at JFK T5 — where the next JetBlue departure to some Caribbean destinations may be the following morning — Mosaic 4 priority ensures the earliest possible confirmed rebooking on the next available alternative before the limited remaining seats are claimed.

This guide reflects JetBlue Airways cancellation policies and DOT passenger rights as of 2026. TrueBlue is JetBlue Airways's loyalty program. Subject to JetBlue Airways Contract of Carriage and applicable DOT regulations.